When assisting NYCHA residents with applying for the New York State Emergency Rental Assistance Program (ERAP), please encourage those who have not yet applied to use the new, simplified method of logging on to the Self-Service Portal to fill out a consent form granting NYCHA permission to apply on their behalf (see instructions below).

Inform NYCHA residents who have already submitted an ERAP application to send their ERAP application number, along with their first and last name, date of birth, development name, and their nine-digit account number, to erap.fin@nycha.nyc.gov so NYCHA can complete the application with the State.

Instructions for NYCHA residents filling out the ERAP consent form on NYCHA’s Self-Service Portal:

Residents should log on to the Self-Service Portal at [https://selfserve.nycha.info/](https://selfserve.nycha.info/).

Next, they should click the “ERAP Consent” box.
After reading the “Consent for ERAP,” residents should check “I Confirm,” type their full name, enter the date, and click “Next.” Translations of the ERAP consent form are available in Spanish, Russian, and Chinese (Simplified and Traditional) at the bottom of the page.
A confirmation screen will appear informing residents that their ERAP consent form has been received. Residents may save a copy of their consent form by clicking “View Document” and saving or printing the document. Click “Finish.” There are no additional steps for residents to take after they have completed the consent form.

Residents who do not provide consent to NYCHA but still wish to apply to ERAP may apply by visiting the State’s website (otda.ny.gov/ERAP) or calling 844-NY1-RENT (844-691-7368). When assisting these residents, please take the following steps:

1. Residents can ask their NYCHA property management office for the following documents:
   - A copy of their NYCHA lease
   - A rent arrears breakdown letter for the arrears claimed (Note: the ERAP program covers up to 12 months of rental arrears payments for rents accrued on or after March 13, 2020, and NYCHA residents are not eligible to receive prospective rent)
   - If the resident does not already have their own proof of income (e.g., tax returns, etc.), they can ask for the income documents from their most recent Annual/Interim Recertification

2. When a resident is filling out the online ERAP application and the application asks for the landlord/property owner information on the “Lease” page, the resident should be instructed to enter the following (see Figure 1 below):
   a. First Name: NYCHA
   b. Last Name: NYCHA
   c. Address — leave blank
   d. Email: erap.fin@nycha.nyc.gov
   e. Phone: 212-306-3000
3. Residents who have already applied or are going to apply on their own must e-mail their application number, along with their first and last name, date of birth, development name, and nine-digit account number, to erap.fin@nychap.gov so NYCHA can associate the application with its landlord account in the ERAP portal. This step is necessary to complete the application process.

4. Residents should contact one of the Enroller Organizations listed at https://www1.nyc.gov/site/hra/help/new-york-emergency-rental-assistance-program-erap.page or call the ERAP Hotline at 1-844-691-7368 if they have any questions about the ERAP process, eligibility, or application status.

5. Do not e-mail questions or inquiries to erap.fin@nychap.gov.

FIGURE 1: